

Process Servers, Court and Clerk's Office Information and Exchange Presentation

July 8, 2003

Minutes

Welcoming Remarks

- Michael K. Jeanes, Clerk of the Superior Court, welcomed the attendees.

Process Servers Program Presentation

- Mr. Jeanes introduced Nancy Swetnam, Director of the Certification and Licensing Division of the Administrative Offices of the Court for this presentation. She provided a hand out with information on the Private Process Server Continuing Education Requirements. The new criteria became effective on January 1, 2003 but educational requirements will begin with renewals starting January 1, 2004. Ten hours of Continuing Education is required every twelve months. Classes are available through the County Bar Association, State Bar Association and Community Colleges (not to exceed 5 accredited hours for one class). A form, available through the Supreme Court's Website, must be completed for prior approval of accreditation. Ms. Swetnam informed the group that turn around time on these approvals is 24-hours. She further explained that conferences sponsored by specific organizations, such as Arizona Court Association (ACA), National Association for Court Management (NACM) and the Process Servers Association are automatically "pre-approved."
- Ms. Swetnam further explained that the Certification and Licensing Division also monitors requirements for Driver Licensing Schools, Legal Document Preparers, Private Fiduciaries, Court Reporters and Attorney Disciplinary actions. She clarified that the Administrative Offices of the Court deal with Process Server licensing issues only and local County Clerks' of Court coordinate all other functions such as testing, certification, complaints, etc.

Credit Card Pilot Program

- Mr. Jeanes provided an update on the Credit Card Pilot Program. All areas of the Office, EXCEPT the Northwest Regional Court, the Self Service Center at Southeast Adult Court and the Juvenile facilities, are accepting credit card payments. The current contract requires that the credit card be "swiped" at the time of use and therefore must be the credit card holder.

iCIS Updates

- Lauri Thomas, Document Management Administrator, informed the group that JIS (the Court's Judicial Information System group) is currently working on enhancements to iCIS. All case types are now up and running on iCIS. Criminal went on line the first week of March 2003. Ms. Thomas noted the different appearance of Criminal case numbers, due to the implementation of Common Case Numbering. Criminal case numbers have a 3-digit defendant identifier number immediately following the case number (Sample: CR2003-123456-001).
- Questions were raised in the meeting regarding the availability of documents not located in the file, nor posted to the docket. Carol Schreiber, Associate Clerk of the Customer Services Division, asked for specific information so these occurrences could be researched. Mr. Jeanes urged process servers to immediately contact Ms. Thomas of items they feel are discrepancies. Ms. Schreiber will follow up with Records staff on this issue.
- Other questions were raised regarding "query" capabilities. Internet access requires exact matches, where Clerk's Office staff have advanced search capability that do not require exact matches. JIS has been contacted to resolve this issue for the "external" customer.
- Mr. Jeanes answered questions about the recent hardware failure of the Electronic Document Management System, which caused an "outage" for six business days. He announced the system is back up and running and plans have been implemented to address the backlogs created by the failure.

County Budget and Potential Impact on Services Update

- Mr. Jeanes provided an update on the budget situation. Some County departments will be experiencing 10% budget reductions. The Court and the Clerk's Office have been advised their budgets will remain "flat" for the current year – no decreases; no increases.

Legislative Impact on Filing Fees

- Cari Gerchick, Director of Communications and Public Affairs, summarized legislative impact on filing fees in the Superior Court. A handout was provided detailing this information:
 - ✓ H2017 Parent Education Class Fee – Changes the fee for a parent education program from \$30.00 to \$50.00
 - ✓ H2018 Conciliation Services Fee – Establishes a filing fee of \$65.00 for Maternity and Paternity actions.
 - ✓ H2110 Criminal Proceedings: Timing – A judge may assess an indigent defendant a \$25.00 fee.
 - ✓ H2520 Jury Service – Establishes a lengthy trial fund to cover juror services. The additional filing fee amount is to be determined. Trials in excess of 10 days may see an increase in juror payment above the \$12.00 per day they are currently paid.
- Ms. Gerchick advised that all legislation becomes effective on September 18th. Updates will be provided in the Clerk's "Talk of the Town" electronic publication and Ms. Gerchick encouraged process servers to contact her at cgerchick@cosc.maricopa.gov to be added to the e-mailing list to receive it.

Judicial Rotations

- Phil Knox, Family Court Administration, distributed handouts with the new judicial assignments. He provided a supplemental handout on the three-tiered Commissioner assignments. Mr. Knox announced there might be some minor changes for a "summer" rotation schedule, but a listing is not available at this time.

Process Servers Information – Update

- Maureen Ramroth, Administrative Planning Manager, was introduced to provide an update. She encouraged the group to provide information about topics they would like to have discussed at these meetings on the bottom of the Training Evaluation Form.
- Ms. Ramroth advised the process servers that it was their responsibility to advise the Clerk's Office of address changes.
- Additionally, Ms. Ramroth encouraged the group to comply with Continuing Education requirements by selecting classes/curriculum that will benefit them in the performance of their service. Anything from defensive driving classes to customer service could qualify, if pre-approved.

Other Items

- Mr. Jeanes asked the process servers for any additional items they would like to address at this time. A question was raised about the progress of E-filing. Mr. Jeanes advised that the Court's selection panel is currently reviewing "Best and Final" offers, and because of this he is not able to discuss its progress. He explained that an initial pilot of E-filing might be the Complex Litigation Pilot.

The meeting was adjourned at 1:10 p.m.

COPIES OF MINUTES FROM THESE PRESENTATIONS ARE NOW AVAILABLE ON THE CLERK'S OFFICE WEBSITE:

<http://www.clerkofcourt.maricopa.gov>